

**Registered agency:**

SouthEast Housing Co-operative Ltd

**Category of registration:**

Housing provider (registered as at 21 November 2008)

**Date of annual review:**

14 January 2014 (incorporating 2012-13 annual reporting)

**Performance against Performance Standards:**

Governance	Met
Management of the Agency	Met
Probity	Met
Financial viability	Met
Risk management	Met
Tenancy management	Met
Housing management and maintenance	Met

**Continuous Improvement:****Legislative compliance:****Performance improvement plan:**

Develop succession plan for board members	March 2014
Improve vacant tenant turnaround times	June 2014

**Engagement profile and plan:**

Engagement profile	Low
Schedule of meetings	Next meeting September 2014

  
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Anthony Hardy  
Registrar of Housing Agencies

## Key performance measures summary

The information is a guide and importantly, should only be considered within the context of the attached annual review report.

	KPM	SouthEast Housing Co-operative			Similar agencies
		2010-11	2011-12	2012-13	2012-13
1	Regular board meetings (%)	100	100	100	98.9
2	Active board members (%)	83.1	82.7	88.9	84.5
3	Business plan and budget approval finalised within reasonable timeframe	Yes	Yes	Yes	N/A
4	Staff turnover (%)	14.3	0	0	14.9
5	Senior staff turnover (%)	50	0	0	8.1
6	Turnaround time (VT) (days)	12	21	17	7
7	Void loss (VT) (%)	0.2	0.3	0.2	0.8
8	Rent outstanding from current tenants (%)	0.6	0.5	0.7	1
9	Arrears written off as bad debt (%)	0.1	0	0.1	0.8
10	Evictions (percentage of exits)	0	0	0	6.2
11	Tenancies maintained (%)	95.6	100	96.2	86
12	Current tenants owing more than 8 weeks (%)	0	0	0	1.2
13	Complaints from tenants/prospective tenants resolved within 30 days (%)	40	No complaints received	No complaints received	82.5
14	Tenants satisfaction – housing services (%)	79.3	89.4	90.8	92.2
15	Tenants satisfaction – consideration of views (%)	82.8	78.8	86.4	86.1
16	Urgent repairs resolved in 24 hours (%)	100	95.7	95.3	97.6
17	Non-urgent repairs resolved with 14 days (%)	100	98	97	96.1
18	Tenant satisfaction – maintenance (%)	69	81.8	84.9	85.7

	Financial measures	SouthEast Housing Co-operative		
		2010-11	2011-12	2012-13
1	Current ratio (times)	3.3	3.7	4.9
2	Operating cash flow (\$)	258 900	308 000	331 000
3	Cash balance (\$)	475 600	545 900	843 700
4	Net assets (\$ millions)	3.16	3.41	3.67
5	Income to expense	1.21	1.23	1.21

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